

Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

Listing of Claims:

1. – 47. (cancelled without prejudice)

48. (new) A system comprising  
units of a commodity that are used by respective users in different locations,  
a user interface which is part of each of the units of the commodity, provides a medium  
for two-way local interaction between one of the users and the corresponding unit of the  
commodity, and is configured to elicit, from a user, information about his perception of the  
commodity,

a memory that is associated with each of the units of the commodity and stores results of  
the two-way local interaction, the results including elicited information about user perception of  
the commodity,

a communication element that is associated with each of the units of the commodity and  
carries results of the two-way local interaction from each of the units of the commodity to a  
central location, and

software that manages the interactions of the users in different locations and collection of  
the results of the interactions at the central location.

49. (new) The system of claim 48 in which the user interface is triggered based on  
user behaviors to generate two-way interactions with each of the users, each of the interactions  
relating to a corresponding specific one of the behaviors.

50. (new) The system of claim 48 in which the interactions are triggered to occur repetitively for each of the users based on repeated uses of a feature of a unit of the commodity by the user.

51. (new) The system of claim 48 in which the user interface comprises part of a functional user interface of the unit of the commodity that is used to control features of the commodity.

52. (new) The system of claim 48 in which the communication element also carries information from a passive probe that monitors the user's use of the commodity.

53. (new) The system of claim 48 in which the units of the commodity comprise telephone extension equipment and the central location comprises a private branch exchange or other central telephone network facility.

54. (new) The system of claim 48 in which the results of the interactions are forwarded from the central location to a remote server for analysis.

55. (new) The system of claim 48 in which the units of the commodity comprise facsimile equipment and the user interface triggers the two-way interaction to occur on-line between the unit of the facsimile equipment and a vendor of the facsimile equipment.

56. (new) The system of claim 55 in which the on-line interaction occurs by voice spoken through the facsimile machine's handset, transmitted by telephone line to a computer of the vendor, and stored at the vendor's computer.

57. (new) The system of claim 48 in which the units of the commodity comprise consumer television equipment.

58. (new) The system of claim 48 in which the two-way interaction provides instructions on how to use the commodity.

59. (new) The system of claim 57 in which the two-way interaction comprises posing questions to a user on a television screen concerning use of the commodity and receiving answers from the user expressed through a keypad or a held-held remote.

60. (new) The system of claim 59 in which the answers are forwarded to a vendor of the commodity.

61. (new) The system of claim 48 in which the two-way interaction is mediated by an publicly or privately accessible on-line computerized information service.

62. (new) The system of claim 48 in which the user interface presents information in one or more of the following styles: text, lists, charts, views, arrangements, hierarchies, graphical maps, sample extracts, abstracts, summary descriptions, and hypertext.

63. (new) The system of claim 62 in which the user interface triggers two-way interactions that comprise training based on two-way interactions with all or some other users, the interactions being arranged to present actions that the user could take to increase performance or satisfaction to a level achieved by other users.

64. (new) The system of claim 48 wherein the user interface is triggered based on user comprehension or performance with respect to his use of the commodity.

65. (new) The system of claim 48 wherein the user interface is triggered by premature termination of use of the commodity.

66. (new) The system of claim 48 wherein the user interface is triggered by an exception resulting from use of the commodity.

67. (new) The system of claim 48 wherein the user provides information about his needs with respect to use of the commodity.

68. (new) The system of claim 48 wherein the user further provides information about his perception of competing commodities.

69. (new) The system of claim 48 wherein the two-way local interactions comprise a transaction for sale of a product or a service contract for the commodity.

70. (new) The system of claim 48 wherein the two-way local interactions comprise a request for servicing of the commodity by the user.

71. (new) The system of claim 48 wherein the user interface includes a sound recorder.

72. (new) The system of claim 48 wherein the units of commodity are configured to store voice or sound information.

73. (new) The system of claim 48 wherein the units of commodity are configured to digitize voice or sound information.

74. (new) The system of claim 48 wherein the two-way interaction comprises voice communication.

75. (new) The system of claim 48 wherein the user interface includes a console displaying text or graphics.

76. (new) The system of claim 48 wherein the console comprises a display of a computer, phone, or handheld device.

77. (new) The system of claim 48 wherein the software is configured to provide access to the collection of results to vendors of the commodity.

78. (new) The system of claim 48 wherein the software is configured to provide access to the collection of results to the users of the commodity.

79. (new) The system of claim 48 wherein the software is configured to provide access to the collection of results to third parties.

80. (new) The system of claim 59 in which the keypad or hand-held remote comprises numeric keys.

81. (new) The system of claim 62 in which the style is hypertext.

82. (new) The system of claim 48 in which the units of commodity store probes that elicit information from the respective users.

83. (new) The system of claim 82 in which the software that manages the interactions of the users sends the probes to each of the units of the commodity.

84. (new) The system of claim 48 in which the information about the commodity comprises value information.

85. (new) The system of claim 84 in which the value information comprises usage logs.

86. (new) The system of claim 84 in which the value information comprises information about user comprehension.

87. (new) The system of claim 84 in which the value information comprises information about user performance.

88. (new) The system of claim 84 in which the value information guides a user's interaction with the commodity.

89. (new) The system of claim 84 in which the value information comprises marketing information or information about future product design.

90. (new) A system comprising  
units of a telephonic device that are used by respective users in different locations,  
a user interface which is part of each of the units and provides a medium for two-way local interaction between one of the users and the corresponding unit for generating information about use of the unit by the user,  
a communication element that is associated with each of the units and carries results of the two-way local interaction from each of the units to a central location, and  
software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

91. (new) The system of claim 90 in which the units of the commodity comprise telephone extension equipment and the central location comprises a private branch exchange or other central telephone network facility.

92. (new) The system of claim 90 the units of the commodity comprise facsimile equipment and the user interface triggers the two-way interaction to occur on-line between the unit of the facsimile equipment and a vendor of the facsimile equipment.

93. (new) The system of claim 90 in which the user interface is electronically triggered based on user behaviors to generate two-way interactions with each of the users, each of the interactions relating to a corresponding specific one of the behaviors.

94. (new) The system of claim 90 wherein the software is configured to provide access to the collection of results to the users of the commodity.

95. (new) The system of claim 90 wherein the software is configured to provide access to the collection of results to vendors of the commodity

96. (new) The system of claim 90 wherein the software is configured to provide access to the collection of results to third parties.

97. (new) The system of claim 92 in which the on-line interaction occurs by voice spoken through the facsimile machine's handset, transmitted by telephone line to a computer of the vendor, and stored at the vendor's computer.

98. (new) A system comprising  
units of a commodity that are used by respective users in different locations,  
a user interface which is part of each of the units of the commodity and provides a  
medium for two-way local interaction between one of the users and the corresponding unit of the  
commodity for generating information about use of the unit of the commodity by the user,  
wherein the interactions elicit information about (i) steps that a vendor of the commodity could  
take to improve the user's satisfaction or (ii) training or support provided for users of the  
commodity,

a communication element that is associated with each of the units of the  
commodity and carries results of the two-way local interaction from each of the units of the  
commodity to a central location, and

software that manages the interactions of the users in different locations and  
collection of the results of the interactions at the central location and provides access to the  
collection of results to a third party.

99. (new) The system of claim 98 in which the results of the interactions are  
forwarded from the central location to the third party.

100. (new) The system of claim 98 in which the results of the interactions are  
forwarded from the central location to the remote server for analysis.

101. (new) The system of claim 98 in which the third party is a vendor of the  
commodity.

102. (new) The system of claim 99 in which the third party is a vendor of the  
commodity.



103. (new) The system of claim 98 in which the third party is a designer of the commodity.

104. (new) The system of claim 98 wherein the user interface presents user information in a style that comprises hypertext.

105. (new) The system of claim 98 in which the user interface is electronically triggered based on user behaviors to generate two-way interactions with each of the users, each of the interactions relating to a corresponding specific one of the behaviors.

106. (new) The system of claim 98 in which the interactions are triggered based on repeated use of a feature of a unit of the commodity by the user.

107. (new) The system of claim 98 in which the software is further configured to provide access to the collection of results to the users of the commodity.

108. (new) A system comprising  
units of a commodity that are used by respective users in different locations,  
a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for communicating instructional information about use of the unit of the commodity, the interactions comprising training based on two-way interactions with all or some other users, the interactions being arranged to present actions that the user could take to increase performance or satisfaction to a level achieved by other users,  
a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

109. (new) A system comprising  
units of a commodity that are used by respective users in different locations,  
a user interface which is part of each of the units of the commodity, provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for generating information about use of the unit of the commodity by the user, and presents information in a style that comprises hypertext,  
a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and  
software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

110. (new) A system comprising  
units of a commodity that are used by respective users in different locations,  
a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for generating information about use of the unit of the commodity by the user,  
a memory that is part of each of the units of the commodity and that stores probes that include information that directs the user interface's interaction with respective users,  
a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and  
software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location and sends the probes to each of the units of the commodity.

111. (new) The system of claim 110 wherein the user interface presents user information in a style that comprises hypertext.

112. (new) The system of claim 110 in which the user interface is electronically triggered based on user behaviors to generate two-way interactions with each of the users, each of the interactions relating to a corresponding specific one of the behaviors.

113. (new) The system of claim 110 in which the interactions are triggered based on repeated use of a feature of a unit of the commodity by the user.

114. (new) The system of claim 110 wherein the software is further configured to provide access to the collection of results to the users of the commodity.

115. (new) The system of claim 110 wherein the software is further configured to provide access to the collection of results to vendors of the commodity.

116. (new) The system of claim 110 in which the results of the interactions are forwarded from the central location to the remote server for analysis.

117. (new) The system of claim 110 in which the two-way interaction provides instructions on how to use the commodity.

118. (new) A system comprising  
units of a commodity that comprises consumer television equipment, the units being used by respective users in different locations,

a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for generating information about use of the unit of the commodity by the user,

a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

119. (new) A system comprising

units of a commodity that are used by respective users in different locations,

a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for communicating instructional information about use of the unit of the commodity by a user, wherein the interface is triggered based on user comprehension,

a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

120. (new) A system comprising

units of a commodity that are used by respective users in different locations,

a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for generating information about the commodity, wherein the information comprises value information about user comprehension or user performance,

a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

121. (new) A system comprising  
units of a commodity that are used by respective users in different locations,  
a user interface which is part of each of the units of the commodity and provides a medium for two-way local interaction between one of the users and the corresponding unit of the commodity for generating information about the commodity, wherein the information comprises value information about marketing or future product design,

a communication element that is associated with each of the units of the commodity and carries results of the two-way local interaction from each of the units of the commodity to a central location, and

software that manages the interactions of the users in different locations and collection of the results of the interactions at the central location.

122. (new) The system of claim 48 in which the two way local interaction enables the user to request help or support.

123. (new) The system of claim 48 in which the information relates to perception of a problem relating to use of the commodity.

124. (new) The system of claim 123 in which the two-way local interaction includes suggestions of the user to solve the problem.

125. (new) The system of claim 123 in which the two-way local interaction includes suggestions of another user to solve the problem.

126. (new) The system of claim 48 wherein the commodity is a demonstration unit.

127. (new) The system of claim 48 wherein the communication element also carries objective information about the user's use of the commodity.

128. (new) The system of claim 48 wherein the two-way local interactions occur while the user is using the commodity.

129. (new) The system of claim 48 wherein the software stores the results of the interactions with information about a trigger event that initiated each respective interaction.

130. (new) The system of claim 108 wherein the software sends the probes to units of the commodity based on frequency of contact between the respective units and the central location.

131. (new) The system of claim 78 wherein the software distributes results of the interactions to the users as a function of when the interactions occurred.

132. (new) The system of claim 78 wherein the software stores information for each interaction about usefulness of the interaction to other users.

133. (new) The system of claim 78 wherein each user can filter information in the collection of the results according to a user's own needs, or desires.

134. (new) The system of claim 110 in which the information in the stored probes includes questions for respective users.

135. (new) A method comprising:  
receiving, from different units of a commodity, information generated from two-way local interactions between users of the different units of the commodity and a user interface in the different units of the commodity, the interactions eliciting from respective users their perceptions of the commodity; and  
collecting and storing the received information at the central location.

136. The method of claim 135 further comprising enabling users of the commodities to access the received information.

137. The method of claim 135 further comprising enabling third parties to access the received information.

138 The method of claim 137 in which the third parties include vendors or designers of the commodities.

139. The method of claim 135 further comprising making a design change using the received information, or marketing the commodity using the received information.